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Participation

Consensus

Followup

Negotiation

Win/win? Or win/lose?

Poker or chess?

Beginning and end

Who is in charge?

Summary: The negotiator's Mole Map

PART TWO: THE COUNTRIES OF EUROPE

What is Europe?

Diversity and change

Geographic diversity

Political diversity

Economic diversity

Regional diversity

Cultural diversity

The business environment

Discrimination

The generation gap

Qualifications and training

Work ethic

The former socialist countries

Corruption

NORDIC COUNTRIES

Denmark

Finland

Norway

Sweden

BALTIC COUNTRIES

Estonia

Latvia

Lithuania

BRITISH ISLES

Ireland

46	United Kingdom	111
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